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## **INFORMATION DISCLOSURE** STATEMENT BY APPLICANT

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Sheet	1	of	2

Complete If Known					
Application Number	09/932,033				
Filing Date	08/17/2001				
First Named Inventor	Yevgeniy Petrovykh				
Art Unit	2154				
Examiner Name	NA				
Attorney Docket Number	P5063				

			U.S. PATE	ENT DOCUMENTS	
Examiner Initials	Cite No. 1	Document Number Number-Kind Code <sup>1</sup> (if known	Publication Date	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
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Examiner Initials	Cite No. 1	Foreign Patent Document  Country Code 3 -Number 4 - Kind Code 4 (# known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	Τ®
JASE		WO 00/69140 A	11/16/2000	Ericsson Telefon AB L M		
9		KR 2001 016 151 A	03/05/2001	Nextware Inc.		
		GB 2 338 870 A	12/29/1999	Chen Yong Cong		_
		WO 01/40959 A	06/07/2001	Lightning Rod Software Inc.		<u> </u>
		EP 1 107 615 A	06/13/2001	Genesys Telecomm Lab Inc.		
#		EP 1 119-170 A	07/25/2001	Avaya Techology Corp		_
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U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it contains a valid OMB control number. Complete if Known e for form 1449/PTO **Application Number** 09/932.033 INFORMATION DISCLOSURE Filing Date 08/17/2001 STATEMENT BY APPLICANT First Named Inventor Yevgeniy Petrovykh **Art Unit** 2154 (Use as many sheets as necessary) **Examiner Name** NA Attorney Docket Number Sheet 2 of 2 P5063

		NON PATENT LITERATURE DOCUMENTS	
Examiner Initials*	Cite No.1	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T²
AP)		ELIZABETH D. ZWICKY, SIMON COOPER, D. BRENT CHAPMAN: Building Internet Firewalls, June 200 (2000-06), O'Reilly, USA Sebastopol, XP002290595, pgs. 52-53	
(AV)		KOPLOWITZ, H.B.: Instant Mess (Lost in Cyberspace) Online 1999, XP002290590 from the internet: URL:http://onyx.he.net/{hotmoves/LIC/instrant/im.html>'retrieved on 2004-07-22	
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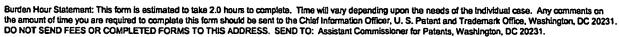
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Examiner Initials	Cite No.1		ocument Kind Code <sup>2</sup> (If known)	Name of Patentee or Applicant of Cited Document	Date of Publication of Cited Document MM-DD-YYYY	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
171/2		09/766,271		Stefaan V. A. Coussement	NA	Priority Claim
90		09/710,042		Stefaan V. A. Coussement	NA	Priority Claim
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Examiner Initials	Cite No.1	Office <sup>3</sup>	Number <sup>4</sup>	Kind Code <sup>5</sup> (if known)	Applicant of Cited Document	Cited Document MM-DD-YYYY	Where Relevant Passages or Relevant Floures Appear	Τů
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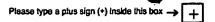
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STATEMENT BY APPLICANT		First Named Inventor	Yevgeniy Petrovykh	s. 20:			
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(Get		YEVGENIY PETROVYKH Alternative Method for Call Center in an Instant-Messaging Present Protocol Type of Environment June 27, 2001, Disclosure Document #496198, USPTO		
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